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Pat Donovan
Rm. 544

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

9 FEB 1993

mm Docket 92-266

IN REPLY REFER TO:

8310-MEA
CN9300339

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Honorable Tim Holden
House of Representatives
1421 Longworth House Office Building
Washington, DC 20515

Dear Congressman Holden:

Thank you for your letter on behalf of several constituents who complain about rate increases and other matters concerning their cable television service.

The enclosures discuss the regulation of the matters your constituents have described. Current regulatory policies are based on the Cable Communications Policy Act of 1984, which is still in effect.

I have also enclosed for your constituents' information publications describing pending Commission proceedings under the 1992 Cable Act. Although these provisions are not yet in effect, the Commission is in the process of adopting new regulations for cable television, as mandated by Congress. The Commission will attempt to implement these provisions faithfully, and will consider the conduct of the cable industry during the interim period in deciding what kind of regulation is needed. Your constituents' letters will be placed in the record of this proceeding.

I trust that the foregoing and the enclosures are informative.

Sincerely,

Roy J. Stewart

Roy J. Stewart
Chief, Mass Media Bureau

Enclosures

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Congressional

CONGRESSIONAL CORRESPONDENCE TRACKING SYSTEM
02/02/93

LETTER REPORT

CONTROL NO. DATE RECEIVED DATE OF CORRESP DATE DUE DATE DUE OLA(857)
9300339 02/02/93 01/29/93 02/15/93

TITLE MEMBERS NAME REPLY FOR SIG OF
Congressman Tim Holden BC

CONSTITUENT'S NAME SUBJECT
several inq. re: rate regulation & 92 Cable Act

REF TO REF TO REF TO REF TO
MMB *Enf* *CI*

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02/02/93 *2/2* *2-2*

REMARKS:

2 FEB REC'D

TIM HOLDEN
6TH DISTRICT, PENNSYLVANIA
1421 LONGWORTH BUILDING
WASHINGTON, D.C. 20515



MMB
rat-rates
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COMMITTEE ON AGRICULTURE
ENVIRONMENT, CREDIT, AND
RURAL DEVELOPMENT SUBCOMMITTEE
DEPARTMENT OPERATIONS AND
ADMINISTRATIVE SERVICES

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TIM HOLDEN
6TH DISTRICT, BELLINGHAM, WASH.



COMMITTEE ON AGRICULTURE
ENVIRONMENT, CREDIT, AND

December 10, 1992

Joseph J. Cala
28 Hessian Pines
Shillington, PA 19607

Mr. George Kowatch
General Manager
Service Electric Cable TV, Inc.
RD #3
Birdsboro, PA 19508

Dear Mr. Kowatch:

I have never written a letter as a consumer to a company regarding their service, whether good or bad, but I have had enough of your inferior service. My complaints are listed below.

1. For the third time in 1992, you changed your channel numbers. I received a letter from you stating that FCC regulations has forced you to do this, but I do not know of any other cable company that switched their channels three times this year. To me, this is just poor planning on our part. I believe a more detailed explanation is in order.
2. Twice in 1992, one of your service people has to come to my house to investigate the quality of my reception. I am not alone; a number of houses in our neighborhood have the same problem. On the higher channels (above 37), the reception is fuzzy and unclear. Two times this year you have moved the programming that I like to watch, to a higher number on your channel scale (meaning the numbers from 11 to 15 are not in use anymore, and they have been moved to the 30's and 40's) and this is where my reception has always been poor. You have done nothing to fix this situation during your two visits.
3. I am on my second selector box for my premium channel, and I cannot sequence through the stations. Nor can I program stations that I would like to see. I called for seven consecutive working days, a minimum of 15 times a day in order to get service and all I get is a busy signal. I refuse to believe that you are that busy with people subscribing to your service! Can't you get another operator or another line for consumers to call in and request help? I had to call on a Saturday, get the answering service, leave my phone number, and hope that someone will call me back. Someone did, but now your line is busy again.

Service Electric Cable TV, Inc.
December 10, 1992
Page Two

4. I am totally outraged by your upcoming price increase. Your \$2.50 price increase that you blame on FCC regulations, is total nonsense. Cable prices are going up only because you want to "beat" the upcoming price regulations passed by the federal government. The only reason you raised prices is because you have a monopoly. What your industry needs is some healthy competition like the rest of us in business have to live with every day. For your information, competition makes you a better company because you have to compete in order to survive. All you presently do is sit back and gouge your customers that you are "locked into" because of your monopoly and never worry about improving service and/or customer service. I pay my bills on time, in

Cable

33 Whispering Pines Lane
Birdsboro, PA 19508
December 23, 1992

The Honorable Tim Holden
US House of Representatives
Washington, DC 20515

Dear Congressman Holden:

I dislike complaining to you in your first week of office but feel I should bring this to your attention as many of your constituents are effected. Several months ago Congress passed a bill to regulate cable T.V. As you remember there were many paid advertisements at that by advocates for and against the bill. The bill passed and was supposed to protect the consumer.

Yesterday I opened my mail and found a bill from my cable company, Service Electric Cable TV, PO Box 25025, Lehigh Valley, PA 18002-5025. The cost for my "basic cable" per month went up from \$18.50 to \$20.50, an increase of 11%.

I will receive a pay raise this year of less than 4%, inflation is less than 4%, so why does my cable television bill nearly triple?

While I realize you had nothing to do with the passage of this law, I believe the cable company is ripping off the consumer. They included a flier with the bill which is supposed to explain the increase, blamed in part on the new law.

The local cable company is a monopoly as I understand they are in

